From:	Flock Safety Support
To:	Stephen Best
Cc:	lisak@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Stephen Best; jake.sherman@flocksafety.com; Michael Balcorta
Subject:	RE: Condor download- Resulting video off by about 9 seconds
Date:	Friday, June 14, 2024 4:46:34 PM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there,
Thank you for the details! I am going to look into this further with our engineers to see what may be going on.

Stay safe,
Rhianna

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 6/14/2024, 4:00 PM
To: libby.landers@flocksafety.com; lisak@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com
Cc: sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; elara@cityofsantamaria.org
Subject: Condor download- Resulting video off by about 9 seconds

Flock Support,

While trying to document the shooting of our Condor camera, I downloaded video from before and after the shooting.

It seems the video provided by the camera is consistently 9 seconds off at the beginning and about 5-9 seconds short at the end.

I asked for 22:14:25-22:16:25 Hrs. and the video I got was 22:14:16-22:16:15 Hrs.

I asked for 21:45:00-21:50:00 Hrs. and got 21:44:51-21:49:50 Hrs.

Why is this?

Is it our camera or are others experiencing it?

If I'm downloading multiple 5 minute videos in in sequence, its not a really big deal because I still get the 9 seconds from the end of one video on the beginning of the other.

However, in my first example I was documenting the bullet strikes and ended my video 2 seconds after the last strike. Because the video cuts off about 9 seconds early, it did not get the last few strikes.

Thank you.

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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